

# Primary Care Physician Information for Maricopa County Employees

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## WHY DO I NEED A PCP?

A Primary Care Physician (PCP) is a doctor who practices general medicine, family medicine, internal medicine, or pediatrics who, through an agreement with your medical plan, provides basic health care services to you and your family. (See the ‘**What Kind of Doctor Can I Choose To Be My PCP?**’ section below for definitions of these practices.) Your PCP also arranges specialized services for you and visits to your PCP require an office visit copay.

As HealthSelect, CIGNA HMO, and CIGNA POS members, you are required by your managed care medical plan to select a Primary Care Physician (PCP). You and each covered family member select your own PCP. This document provides information and resources designed to help you make the best PCP selections possible for you and your dependents.

Topics covered include:

- **THE ROLE OF YOUR PCP**
  - Your PCP Helps You Stay Well
  - Your PCP Is Always Involved
  - What Kind of Doctor Can I Choose To Be My PCP?
- **HOW TO MAKE A GOOD PCP CHOICE**
- **PROVIDER DIRECTORIES: FINDING A PCP**
- **HOW TO NOTIFY THE MEDICAL PLAN OF YOUR PCP SELECTION**
- **WHAT HAPPENS IF I DON'T SELECT A PCP?**
- **HELPFUL HINTS**
- **QUESTIONS?**



If you are a CIGNA POS member using out-of-network benefits or you are enrolled in the CIGNA PPO, you are not required to access services through a PCP, although you may choose to do so. This information will assist you if you decide to use a PCP.

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## THE ROLE OF YOUR PCP

Your primary care physician (PCP) is your personal doctor. Your PCP provides and coordinates all of your medical care, from routine physicals to referrals to specialists. If you have established a relationship with your PCP, he or she knows you, your medical history, and your personal preferences. And that can be very valuable for the following reasons:

- You have a dependable, expert source for medical care, advice, and information.
- If you're sick or injured, the doctor who knows you best is in charge of your care.
- If you're far from home and need emergency or urgent care, the local doctor treating you may call your PCP to learn more about you and your health history.
- If you're hospitalized, your PCP is part of the team that cares for you and gets you back on your feet.
- When you're released, your PCP manages your follow-up care program.

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## Your PCP Helps You Stay Well

Your medical plan does more than help you when you're sick or injured. It's designed to keep you healthy by providing important preventive services and regular checkups. But you don't have to think about which tests or exams you need — all you have to do is see your PCP regularly. He or she will make sure your care program includes:

- Regular physicals
- Immunizations
- Well-woman and well-child exams
- Diagnosis and treatment of conditions. If unable to treat you, they will refer you to a specialist.
- 24-hour coverage for medical advice. In general, PCP office hours are 8:00 am to 5:00 pm, Monday through Friday. PCPs also provide an on-call service for urgent matters that can't wait until normal office hours.
- Consultation on fitness, exercise, diet, stress management and other needs

## Your PCP Is Always Involved

As your personal doctor, your PCP also manages your specialized care. You won't have to worry about making the right choices if you're sick or injured — your PCP is there to help.

- If you go to the emergency room, your PCP consults with the emergency team and oversees your care.
- If hospitalization is necessary, your PCP arranges it.
- If your PCP identifies a situation requiring specialized care, he or she will handle your referral to a specialist.

## What Kind of Doctor Can I Choose To Be My PCP?

Your plan gives you a broad selection of doctors from which to choose. You can choose from doctors practicing in:

- Internal Medicine (Internist) – a branch of medicine that deals with the diagnosis and treatment of diseases not requiring surgery. In general, Internists do not see patients under 18 years of age. This may vary by individual physician.
- Family Practice – a medical practice or specialty which provides continuing general medical care for an individual or the entire family.
- General Practice – a medical practice not limited to a specialty which provides continuing general medical care for an individual or the entire family.
- Pediatrics – a branch of medicine dealing with the development, care, and diseases of children. In general, Pediatric doctors do not see patients over 18 years of age. This may vary by individual physician.

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## HOW TO MAKE A GOOD PCP CHOICE

Choosing a PCP is the beginning of a very important relationship. Doctors participating in the networks are qualified and credentialed. You can be confident that they all share a dedication to quality care. But, it's important to find a doctor that's right for you. To make a good choice, start by doing some homework:

- Use your Provider Directory — it tells you about office locations, and special services including foreign languages spoken. See the Provider Directories section below for more information.
- Consider your medical history and any special requirements you have — you may want to choose an internist rather than a general practitioner, for example.
- Ask your co-workers, friends, and family about their experiences or ask other doctors you know for suggestions.
- Call Member/Customer Services — they'll tell you more about a doctor's education and background.
- Check a doctor's disciplinary history and credentials by calling the Arizona Board of Medical Examiners at 480-551-2700 or visiting their web site at [www.bomex.org](http://www.bomex.org).
- Once you've narrowed down your choices, call the doctor's office to make sure he or she is accepting new patients for your plan and check on any age restrictions or other details such as office hours. Note: If you are a CIGNA HMO member, be sure to ask if the doctor practices at a CIGNA Medical Group facility.
- Schedule an appointment and meet with the doctor you've chosen. If you're due for an annual physical or well-woman check up, this is a good time to take care of it — it's covered under your medical plan!
- Even if you don't have an exam, meeting with the doctor can tell you a lot about the practice and whether or not you'll be comfortable there.

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## PROVIDER DIRECTORIES: FINDING A PCP

### CIGNA Members

Call Member Services to have a Provider Directory mailed to you. The Employee Benefits Office can interoffice mail you a copy as well. For the most up to date information, use the online Provider Directory. The links and instructions for use are described below.

CIGNA HMO members must select a PCP who practices in one of the 17 CIGNA Medical Group (HealthCare) facilities (“AZ – CIGNA Medical Group”). PCPs who practice in private offices are not included in this network. CIGNA POS members may select a PCP from the “AZ – Central and Northern Arizona” network, which includes the PCPs available at the 17 CIGNA Medical Group (HealthCare) facilities, plus a wide selection of contracted private practice doctors.

PPO members are not required to select a PCP.

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## CIGNA Member Services

- CIGNA HMO and POS: 800-244-6224
- CIGNA PPO: 800-251-0669

## Maricopa County Employee Benefits Office

- 602-506-1010
- Email: [BenefitsService@mail.maricopa.gov](mailto:BenefitsService@mail.maricopa.gov)

## CIGNA Online Provider Directories

- County EBC/Intranet: [http://ebc.maricopa.gov/hr/benefits/default.asp?link=cigna\\_provider](http://ebc.maricopa.gov/hr/benefits/default.asp?link=cigna_provider)
- County Internet: [http://www.maricopa.gov/benefits/default.asp?link=cigna\\_provider](http://www.maricopa.gov/benefits/default.asp?link=cigna_provider)
- Internet: <http://cigna.benefitnation.net/cigna/docdir.aspx>

### From any of the Provider Directory links above:

- Enter your physician search criteria. You can search by name for a specific provider, or search by location and distance to see all the matching providers in your area.
- Indicate your plan, and the type of physician. This helps ensure that you see just what you're looking for.
  - From the "Select your benefit plan or program" option:
    - CIGNA HMO and POS Members: click the "Network Plans" option and
      - HMO Members: from the "For Network and Point of Service Plans" dropdown list box choose "**AZ – CIGNA Medical Group**"
      - POS Members: from the "For Network and Point of Service Plans" dropdown list box choose "**AZ – Central and Northern Arizona**"
    - CIGNA PPO Members: click the "Preferred Provider Organization (PPO), ..." option.
- Review your providers. Get a complete profile including education, languages spoken, hospital affiliations, and a detailed map with directions.

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## HealthSelect

Call Customer Service to have a Provider Directory mailed to you. The Employee Benefits Office can interoffice mail you a copy as well. For the most up to date information, use the online Provider Directories listed below. CIGNA POS members may select a contracted PCP who practices in one of the 12 Family Health Care facilities or in a private practice office.

## HealthSelect Customer Service

- **Local:** 602-344-8760
- **Outside of the Phoenix metro area:** 800-582-8686

## Maricopa County Employee Benefits Office

- 602-506-1010
- Email: [BenefitsService@mail.maricopa.gov](mailto:BenefitsService@mail.maricopa.gov)



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## HealthSelect Online Provider Directories

- **EBC/Intranet:** [http://ebc.maricopa.gov/hr/benefits/pdf/HS\\_2003\\_provider\\_directory.pdf](http://ebc.maricopa.gov/hr/benefits/pdf/HS_2003_provider_directory.pdf)
- **Internet:** [http://www.maricopa.gov/benefits/pdf/HS\\_2003\\_provider\\_directory.pdf](http://www.maricopa.gov/benefits/pdf/HS_2003_provider_directory.pdf)
- **Internet:** <http://www.maricopa.gov/medcenter/healthplans/providerlist/index.html>

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## HOW TO NOTIFY THE MEDICAL PLAN OF YOUR PCP SELECTION

### CIGNA Members

Once you select a new PCP, call Member Services at the toll-free number on your ID card to verify the doctor you've chosen is accepting new patients. You can change your PCP with CIGNA over the telephone at that time or over the Internet from the **Provider Directory** detail page about that doctor. Simply click on the doctor's name and follow the step-by-step instructions. You may also change your PCP online at [mycigna.com](http://mycigna.com). CIGNA HMO and POS members will receive an updated ID card via U.S. Mail showing the new PCP's name and phone number.

### HealthSelect Members

Once you select a new PCP, call Customer Service at the local phone number on your ID card to verify the doctor you've chosen is accepting new patients. You can change your PCP with HealthSelect over the telephone at that time. HealthSelect members will not receive an updated ID card since no information on the card will change.

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## WHAT HAPPENS IF I DON'T SELECT A PCP?

### CIGNA HMO and POS Members

If you do not select a PCP at the time of enrollment, CIGNA will assign one for you. You may change your PCP no more than once in any calendar month. If you select a new PCP before the fifteenth day of the month, the designation will be effective on the first day of the month following your selection. If you select a new PCP on or after the fifteenth day of the month, the designation will be effective on the first day of the month following the next full month. For example, if you notify CIGNA on June 10, the change will be effect on July 1. If you notify CIGNA on June 15, the change will be effective on August 1. If your PCP leaves the CIGNA HealthCare network, you will be able to choose a new PCP.

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### HealthSelect Members

If you do not choose a primary care provider, you will be assigned one. All PCP changes will become effective the first day of the following month from your date of request. HealthSelect will confirm your PCP change in writing. You may change your PCP no more than four times per contract year. If your PCP leaves the HealthSelect network, you will be able to choose a new PCP at that time.

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## HELPFUL HINTS

- Call your Primary Care Physician (PCP) to schedule your initial visit before you become ill. This will allow you to get to know your PCP better and for your PCP to assess your overall health status soon after you are enrolled.
- Be sure to have your medical records transferred immediately when you change your PCP.
- Always show your ID card when you present for care at your PCP's office, a specialist's office, a hospital, or other care site.
- Update your PCP, Department HR Liaison, and the Employee Benefits Office immediately with any change to your name, address, telephone number, or other contact information. Make sure your HR Liaison notifies Human Resources Records of these changes.
- During normal business hours, 8:00 a.m. to 5:00 p.m., always contact your PCP should you have urgent health care needs. Your PCP will either request that you come to his office or direct you to an Urgent Care Center or emergency room depending on the severity of your illness, injury, or medical condition.

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## QUESTIONS?

If you have other questions about choosing a PCP, changing a PCP, the services your PCP provides, or you'd like a copy of your Provider Directory, just call Member/Customer Service at the phone number on your ID card.

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You can give the "Gift of Life." Donate blood to the  
American Red Cross and help save the lives of up to 4 people.

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To schedule an appointment, call (800) GIVE-LIFE. [www.givelife.org](http://www.givelife.org)